

SENIOR OUTREACH WORKER II

GRADE: 7

FLSA: NON-EXEMPT

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

DESCRIPTION OF DUTIES:

Identify and assist elderly in obtaining specific social and health services; provide information and assistance on telephone and in-person; assess needs, locate assistance; help clients in filling out forms and preparing applications; provide outreach services at designated sites in the community; serves as contact person between clients and agencies; maintain client records and produce accurate reports.

QUALIFICATIONS/SKILLS:

Knowledge of available resources to deliver social, health, and/or public assistance services; ability to interview clients and compile information for client's records; ability to establish and maintain effective working relationships with the public; ability to use supportive listening skills; may be required to be bilingual depending on position assignment.

EXPERIENCE:

Two (2) years of experience providing delivery of social, health, and/or public assistance services, preferably working with the elderly.

EDUCATION:

Completion of high school

DIVISIONS:

Seniors

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